

Professional and Managerial Branch  
Water utilities Administration Group  
Customer Service Series

**CUSTOMER SERVICE ASSISTANT MANAGER (E.P.W.U.)**

09/89

**CHARACTERISTICS OF THE CLASS:**

Under direction, assists in the administrative activities and the supervision of personnel engaged in customer service activities; performs related duties as required.

**EXAMPLES OF DUTIES:**

Plans, assigns, coordinates and supervises the meter reading, cashiering, customer billing, customer contact and inspection activities, as assigned; reviews customer complaints and takes appropriate action or refers them to supervisor; assures all monies received are properly accounted for.

Insures that accounts are billed according to schedule and rate structure; investigates discrepancies in billings; analyzes delinquent accounts and takes appropriate action; as assigned, checks and signs customer refund checks; develops new systems and procedures and performs flowcharting in relation to these activities; supervises the organization and maintenance of the filing systems; compiles and prepares intradepartmental reports; reviews and responds to complaints either telephonically or by letter.

Supervises, trains and evaluates assigned personnel; enforces established rules and regulations, standards of conduct and work attendance and safe working practices; assists in the preparation and control of annual operating budgets; testifies in court.

**MINIMUM QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Accounting or related field and two years of professional administrative experience (customer service administrative experience preferred); or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of supervisory and administrative practices and procedures; good knowledge of accounting methods; good knowledge of the ordinances and regulations related to a public water utility; good knowledge of the principles and techniques of public contract.

Ability to supervise, train and evaluate assigned personnel; ability to courteously deal with irate customers; ability to express oneself clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials and the general public; ability to maintain records and prepare reports.

Physical Requirements: Mobility within an office environment; operation of a motor vehicle through city traffic.

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Director of Personnel

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Department Head